

Dania Evans

Ellicott City, MD 21043

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Professional Summary

- Willing to work long hours
- A people person
- Strong communication skills
- Fast learner
- Hardworking and inventive
- Team player

Dania.evans@gmail.com

Authorized to work in the US for any employer

Work Experience

Client Support Specialist

Authority Brands-Columbia, MD

August 2022 to November 2024

- Manage an average of 150 inbound and outbound calls per day, resolving customer issues efficiently and maintaining a
- 95% customer satisfaction rate.
- Train and mentor new team members, resulting in a 100% increase in team performance and a smoother onboarding process.
- Developed and maintained strong relationships with customers, leading to increased retention and loyalty.
- Assisted in the creation of new call scripts and training materials, improving overall team effectiveness and customer experience.
- Handled escalated calls and de-escalated customer complaints, achieving positive outcomes.
- Consistently ranked as a top performer, exceeding key performance metrics such as customer satisfaction, first-call resolution, and call handling time by 100%.
- Earning multiple employee recognition awards.
- Experienced in CRM systems, call documentation, and meeting KPIs.
- Successfully upsold services and supported retention initiatives, contributing directly to team goals and revenue growth.

Inbound Hybrid Call Center Representative

Call Control LLC-Columbia, MD

June 2019 to August 2022

Receive inbound calls

- Answering calls from clients to learn about and address their needs, complaints, or other issues with products or services.

- Responding efficiently and accurately to callers, explaining potential solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information, and diffusing upset clients as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Appropriately utilizing software, databases, scripts, and tools.
- Understanding and striving to meet or exceed call center metrics while delivering consistently excellent customer service.

Hostess

The Walrus Oyster and Ale House-Columbia, MD

March 2018 to April 2019

- Create a warm and inviting welcome for our guests and establish memorable first impressions.
- Work with servers and bussers to create a seamless and memorable dining experience for our guests.
- Coordinate yelp reservations, walk ins, and guest waits with guests preferences, seating capacity and server availability while maximizing table turns.
- Receive guest information and communicate this to management and host team, including large groups, special occasions, VIP guests, walk in traffic, guest requests and observations.

Crew Member

Five Guys-Columbia, MD

2016 to 2018

6435 Dobbin Center Way, Columbia, MD 21045

Takes customer orders, maintains fast, accurate service, and positive guest relations

- Offers friendly service to all guests
- Takes customer orders, maintains fast, accurate service, and positive guest relations
- Operates grill and sandwich maker in an efficient and safe manner
- Ensures company standards for equipment, facility, and grounds are maintained
- Ensures food quality and 100% customer satisfaction
- Maintains the restaurant with regards to cleanliness, neatness, and customer accessibility
- Uses the company cash register accurately and maintains proper control of company assets
- Works as a team member to support other restaurant employees in their duties

Sales associate

Journeys-Columbia, MD

2015 to 2016

21044

- Gives customers his opinions on fit, style and appearance.
- Hands-on experience in accepting payments from customers and give change and receipts
- Informs customers of current sales and store promotions and policies, such as returns and exchanges.
- responsive to customer needs and knowledgeable about their product lines
- Highly skilled in using scanners, cash registers, and calculators to calculate the price of items that customers buy
- Proven record of using the right process for cash, credit cards, or other types of payment
- In-depth knowledge of handling returns and exchanges of goods
- Thorough understanding of counting the money in register at the beginning and end of shift

Education

Associate in Business management

Howard Community College-Columbia, MD

August 2014 to June 2016

Diploma

Wilde Lake High School-Columbia, MD

August 2010 to May 2014

Skills

- Guest Services
- Host
- Hostess
- Inside sales
- Databases
- Live chat
- Cash Handling
- Expo
- Guest Relations Experience
- Customer Service
- Microsoft Office
- CRM software
- Front Desk
- Inbound marketing
- Microsoft Excel
- Waitress
- Restaurant Experience
- Outbound calling
- Call Center
- POS
- Telemarketing

Certifications and Licenses

Driver's License